

# The Missouri Public Service Commission

*Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century*



## CONSUMER PRIVACY

The Missouri Public Service Commission has adopted a new rule designed to provide consumer privacy protection. It applies when telecommunications companies share customer bill information (such as calling patterns and services that customers use) with other entities. Customers

need to know that if the information appears on their phone bill, that information could be released.

## RULE PROCEDURES

- ◆ Companies must inform customers of their rights to restrict the use of their personal information. Companies are required to provide sufficient instruction to enable the customer to make an informed decision on whether to permit a carrier to use, disclose or permit access to the customers' information;
- ◆ After giving notice, companies must wait a minimum of 30 days to give customers an opportunity to tell the company they don't want the information given out. If customers do not want their information released, they must contact the company;
- ◆ Companies must make available to every customer a method to protect private information at no additional cost to the customer. This plan must be available 24 hours a day, 7 days a week;
- ◆ Companies must train their staff so they know when they are authorized to use customer information. Companies must have an expressed disciplinary process in place; and
- ◆ Companies must maintain records of all instances when customer information was disclosed or provided to third parties or where third parties were allowed to access that information. Third parties can only release private information consistent with the rule.

### This is about customer privacy

- ◆ The Commission wants to make sure customer information is protected and that customers are aware of their rights when it comes to releasing their private information. If a customer does not want to have that information shared with others, contact the local phone company and tell the company that you do not wish to share your information.



Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at 1-800-392-4211 or visit our website at [www.psc.mo.gov](http://www.psc.mo.gov)